

Agricultural Marketing Service  
Office of the Deputy Administrator for Marketing Programs  
Fruit and Vegetable Division  
PACA Branch  
Regional Office  
Office Automation Clerk  
GS-326-4

SJ FV42

## I. INTRODUCTION

This position is located in the PACA Branch of the Fruit and Vegetable Division, Agricultural Marketing Service. The Branch administers the Perishable Agricultural Commodities Act (PACA), a law which prohibits unfair marketing of fresh and frozen fruits and vegetables, and the Produce Agency Act (PAA).

The incumbent serves as an Office Automation Clerk responsible for performing a variety of clerical and typing tasks.

## II. MAJOR DUTIES

Utilizing an electric typewriter and/or a microcomputer for word processing and related functions, types in final form written drafts, letters, telegrams, statistical reports and memoranda, which includes computation and tabulation of more than average difficulty and complexity. Marketing specialists' findings regarding accountings for producer purchased, consigned, or other industry forms of trade are supported by documentary evidence such as invoices, bills of lading, sales tickets, etc. Creates tabloids of this material by typewriter or word processor in accordance with established precedents and procedures. Reviews and verifies data in relation to the accompanying evidence.

Incumbent inquires and retrieves information from the Branch data base and/or license records when preparing case cover sheets or correspondence to compile accurate information for the parties involved in a dispute. Inaccurate identification of parties would cause embarrassment to the Department. Using established formats, prepares case cover sheets and simple letters to parties involved, and checks spelling, grammar, punctuation, spacing, arrangement, and any other procedural requirements. Types subsequent material in final form from handwritten drafts, notes, and worksheets prepared by marketing specialists. Assures for all correspondence that enclosures are correct and distribution copies are in accordance with procedural requirements.

Maintains office filing system dealing with all facets of cases and complaints under the PACA such as reparation complaints, trust notices, license information, and disciplinary complaints. These cases in some instances are interrelated and incumbent must be in a position to recognize their relationship to properly file correspondence, memos, etc. Incumbent reviews, pulls, and transmits these files periodically to the Federal Records Center in accordance with established procedures.

Receives visitors and telephone calls and refers them to the proper person. Furnishes basic information relating to reparation complaints filed by fruit and vegetable industry members, and license information.

Prepares and maintains time and attendance reports when required. Reads and interprets all administrative regulations and keeps AMS instruction manuals current.

### III. FACTORS

#### 1. Knowledge Required by the Position Level 1-2 200 pts.

Knowledge of the substantive programs of the Branch as they relate to the clerical and administrative functions of the office.

Knowledge of the functions of the organization to refer mail and phone calls and to provide non-technical information.

Knowledge of the office filing system in order to classify, dispose of, and locate materials from license, complaint, and trust information.

Knowledge of office procedures regarding format and distribution.

Skill in operating an electric typewriter and/or a microcomputer for word processing and related functions. A qualified typist is required.

Skill in operating a fax machine.

Knowledge of grammar, spelling, capitalization, punctuation, and recurring technical terminology to accurately type material.

#### 2. Supervisory Controls Level 2-2 125 pts.

The incumbent reports to the Regional Director or Assistant Regional Director. Assignments may also be received from other marketing specialists. The incumbent is given general instructions on the priority of categories of assignments, deadlines, and the final forms of the transcription.

Additional specific instructions are provided for difficult assignments that differ from normal procedures. The employee is independently responsible for format, word usage, and grammar, and uses initiative in securing information on unfamiliar terms and assembling supplemental information. Clearance must be obtained for significant deviation from instructions or established procedures. Completed transcribed material is reviewed in final form for accuracy or references, propriety of routing, etc.

3. Guidelines Level 3-2 125 pts.

Guidelines include dictionaries; style manuals; Department, Agency, Division, and Branch instructions; written office guidelines; and verbal instructions. The employee uses judgment in selecting the most pertinent guide covering the specific situation and is responsible for appropriate spacing and arrangement of material. Situations involving significant deviation from established guidelines or the absence of adequate guidelines are referred to the supervisor.

4. Complexity Level 4-2 75 pts.

Typed material involves technical terminology and a wide variety of formats. The incumbent is responsible for grammar, spelling, capitalization, and punctuation and assures proper format, enclosures, and distribution. The incumbent routes calls and mail based on knowledge of office organization and files material into various types of files.

5. Scope and Effect Level 5-1 25 pts.

The purpose of the work is to provide typing and clerical support to the office. The services performed facilitate the work of the marketing specialists, and the accuracy and timeliness of completion of assignments contribute significantly to the efficiency and effectiveness of the daily operations of the Branch. The work contributes to the effective administration of the PACA and the PAA.

6. Personal Contacts Level 6-2 25 pts.

Personal contacts are with other Branch employees and with office visitors and callers from within the Division and from other government agencies.

7. Purpose of Contacts Level 7-1 20 pts.

Contacts are for the purpose of obtaining or providing information, taking and relaying messages, and directing callers and visitors to appropriate officials. Must have ability to exercise tact and diplomacy and be able to deal with occasional hostile callers.

8. Physical Demands Level 8-1 5 pts.

The work is sedentary. There may be some walking, standing, bending, and carrying light items such as papers and files.

9. Work Environment Level 9-1 5 pts.

The work is performed in an office setting.